

## ATTACHMENT A

### **Lockbox:**

The City of Rockville has a lockbox through SunTrust bank that customers send payments to for the purpose of paying their Utility bills. SunTrust processes these payments for the City of Rockville and sends to the cashier the stubs and deposit slips. The lockbox payments are not to be confused with the twice-daily delivery of mail to the cashier for Utility and Redlight payments.

- The lockbox mail will come in the morning via courier.
- The cashier will need to remove the contents.
- Separate out the rejects and look them up in the Utility Billing system to find out where to apply them. Also double verify the checks to see if they can be processed.
- The Bill of Lading is to be trashed.
- There will be deposit slips included; the pink will go with the pink slip from the Night Drop bag.
- The green deposit slip will need to have the date written on it and will go with the report included from SunTrust.
- The cashier will check any stubs for Rockville Emergency Assistance Program (REAP), donations and address changes.
- If none, then stubs will go with the green deposit slip, which is to be wrapped around the bundle of stubs with a rubber band, and report. This will all go to Revenue Assistant II.
- If yes to REAP, then check the Utility Billing system to ensure that the REAP donation was applied correctly. Also check to ensure that they paid their whole Utility bill. If they still owe money, then nothing will go to REAP and the REAP donation on the stub will be crossed out. Then give stubs plus green deposit slip and report to Revenue Assistant II.
- If there are address changes, place these on the top of the stack of stubs, then REAP donations, and then the remaining stubs.

### **Lockbox:**

Everyday, around 2pm, the Revenue Assistant II will download from SunTrust the Lockbox file for Water Bills.

- Click on the Explorer icon on the Desktop.
- In the address field, type in [www.onlinefiletransfer.suntrust.com](http://www.onlinefiletransfer.suntrust.com).
- To login, type UCE0691 for the UserID and REVENUE for the password.
- Click on Receive Files.
- Click on Grab Current Date.
- Click on the Blue Line Description.
- When the File Download Box appears, click on Save.
- Name the file the current date.
- Click on Save and close the box.
- Logoff.

- Click on the Application Menu icon on the Desktop.
- The Login box will appear. Type in your Password.
- On the left, click on Utility Billing and then click on Billing.
- On the right, click on Gen Miscellaneous Billing Menu (20), and then click on Data Entry File Download (20).
- Ensure the current date is shown.
- DEUF is the default for User Defined File Format ID and click OK.
- Click on the folder key to do a file search.
- Click on C:, then click on SunTrust, then click on Download, and finally click on Current Date.
- Type CR in the Transaction Billing Code and click OK.
- Type Lockbox in the Reference Number field and click OK.
- Type 2+Julian Date in the Batch Number field and click OK.
- In the Batch Description field, type Lockbox+Initials+Current Date and click OK.
- Click back onto DNMENU on the task bar.
- On the left, click on Utility Billing and then click on Billing.
- On the right, click on Option 9 (Data Entry Proof (Report E000)).
- This will be the Proof sheet.
- A box will appear on the screen.
- Click on Single Batch and click OK.
- Enter the batch number for the check/cash batch and click OK.
- Click on No to Is This a Print error Only Run.
- A review of the options that the cashier chose will appear. Click on OK to run the report. At the top, left of the screen, click on File. Scroll down to Print. Once the Print box appears, click on Properties, click on Finishing, and put a check in the box for Print on Both sides. Click Ok for the change and then click on Print.
- Use this report to see if there are any variances.
- Click back onto DNMENU on the task bar.
- On the left, click on Utility Billing and then click on Billing.
- On the right, click on Option 10 (Entry Extract & A/R Post (Report P010)).
- This will be the Post Sheet.
- A box will appear on the screen.
- Click on Single Batch and click OK.
- Enter the batch number and click OK.
- Click on No to Is This a Print error Only Run.
- A review of the options that the cashier chose will appear. Click on OK to run the report. At the top, left of the screen, click on File. Scroll down to Print. Once the Print box appears, click on Properties, click on Finishing, and put a check in the box for Print on Both sides. Click Ok for the change and then click on Print.
- The Post sheet will go to the Revenue Assistant I (A).
- Write the dollar amount onto the current date location on Revenue Assistant I (A)'s Monthly Log and give reports to the Revenue Assistant I (A).
- Match the next day's deposit slip from SunTrust Lockbox to Revenue Assistant I (A)'s Monthly Log for accuracy.

### **3. Reconciliation**

On a daily basis, the Revenue Supervisor will receive a packet from SunTrust Lockbox of the previous day's processed Redlight payments. On a daily basis, the Revenue Supervisor will perform a reconciliation of the processed payments.

- On the Belkin Server Switch Unit, press the Select button to switch over to the Redlight server.
- On the Desktop, click on the Remote Desktop Connection icon.
- When the Remote Desktop Connection box appears, click on Connect.
- When the Login box appears, type in the password. Click OK.
- A new Desktop screen will appear.
- On this Desktop, click on the Report Manager icon.
- When the Login box appears, type in both the User Name and Password. Click on Login.
- At the top-left of the screen, click on Redlight.
- Scroll down to Financial Reports and then scroll to the right to Lockbox Audit Report.
- When the Search box appears, use the calendars to choose the date range. Use the drop-down box to choose Rockville as the jurisdiction. Click View.
- When the report appears, click on the Print icon at the top-left of the screen.
- When the Print box appears, click on Print.

**Note:** This will be the report that is used to reconcile against the daily SunTrust Lockbox package for the previous day's processed work.

- Open the SunTrust Lockbox package and remove contents.
- Make piles for the following: Lockbox Deposit Summary Sheet (LDSS), Lockbox Audit Report (LAR), Batch Totals (BT), and check/stub copies.
- Also, separate out the Correspondence and Could Not Be Processed work. Throw away the envelopes that the payments came into SunTrust Lockbox.
- Match the totals on the LDSS, LAR, and BT for accuracy.
- If they do not match, then the Revenue Supervisor will need to go through the stack of check/stub copies to see what payments are extras. Will be a payment for another department.
- Make two copies of the extra check/stub copy and return the original copy to the stack.
- Make note on the LAR of the discrepancy.
- If the payment is for another department within the City of Rockville, then simply give the copies to the Accounting department with an explanation to process the request.
- If the payment is for another jurisdiction, then a Request for Check Disbursement (RCD), will need to be filled out. Fill out the following fields: Check (X), Mail Directly, Check (X), GAX box, Vendor Name, Vendor# (if applicable), Vendor Address, Total \$, Account Number (110-800-04IN-3514), Description, Prepared By, Department, Authorized Signature, and Date.

- If the payment is for another jurisdiction, then the Gold copy of the RCD along with the copy of the check/stub go into the Revenue Supervisor's file. The rest of RCD copies along with a copy of the check/stub go to the Accounting department.
- Once the Totals match, then go line-by-line on the LAR and match to each check/stub to ensure they match for the City of Rockville, amount, and citation number.
- If they match, then with a rubber band, wrap the check/stub copies with both the LAR and LDSS (the LDSS should be on the top). Initial the LDSS and write in OK.
- Place bundle in chronological order in the Revenue Supervisor's bottom drawer file.
- The BT's go to the Accounting department.
- If they do not match, the LAR will have a different number than the check/stub copy.
- On the Desktop, click on the Citation Manager icon.
- When the Login box appears, type in both the User Name and Password. Use the drop-down box to choose Rockville as the jurisdiction. Click Login.
- At the top-left of the screen, click on Search and scroll down to For Citation By. Then scroll over to Citation Number.
- When the Citation Number box appears, type in the wrong Citation Number. Click on Find.
- On the bottom-right, click on Reopen Citation.
- When the Confirmation box appears, click on Yes to Reopen Citation.
- On the right, click on Make Payment.
- On the right, click on Adjustment.
- Type in Dollar Amount to Adjust.
- In the next field, use the drop-down box to scroll down to Adjustment.
- In the next field, click on Adjustment.
- In the next field, type in the explanation for the adjustment.
- At the bottom-right of the screen, click on Post.
- For the next two screens, at the bottom-right, click on Close.
- The Citation Number box will still be up, type in the correct Citation Number. Click on Find.
- On the right, click on Make Payment.
- On the right, click on Add Payment.
- In the Payment Type field, scroll down to the appropriate payment type.
- In the Amount field, type in the dollar amount.
- If payment is a check or money order, the type in the check or money order number in the Payment Number field.
- In the Message field, type in the explanation.
- At the bottom-right of the screen, click on Post.
- For the next two screens, at the bottom-right, click on Close.
- Make a copy of check/stub copy.
- Make a note on the line of the LAR for adjustment.

- Fax check/stub copy to SunTrust Lockbox at 410-590-8298.
- Send explanation of error to [baltimorelockbox.service@suntrust.com](mailto:baltimorelockbox.service@suntrust.com). Ensure to include Lockbox Number, Item and Batch Number.
- Continue with following the above-mentioned procedure for completing reconciliation.
- Once the reconciliation is complete, then all correspondence is placed into an interoffice envelope and sent to Photo Enforcement. The date must be included on the interoffice envelope.
- Once the reconciliation is complete, look at the explanation sheet for all Could Not Be Processed work.
- If it was due to No Invoice, then use the above-mentioned process to look up the account. Write citation number on the check/money order. Give check/money order to the Cashier to process.
- If it is for any other reason, then fill out a Return Payment form with the proper reason for the return. Place both check/money order and Return Payment form into an envelope. Ensure to type name and address of person to send the envelope on the envelope itself.